Provision of complaint books at railway stations

2740. SHRI AHMED PATEL: Will the Minister of RAILWAYS be pleased to state:

(a) whether the complaints/suggestion books have been provided at all railway stations for the ventilation of grievances of the travelling public throughout the country particularly in Gujarat;

(b) if so, the details thereof; and, if not, the reasons therefor;

(c) how many complaints/suggestions were lodged in such books at Ahmedabad railway junction during the calender year 1997 and upto 31st March, 1998;

(d) how many of them were disposed off during the said period; and

(e) the steps Government have taken to inform the public about the existence of such books at railway stations?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAM NAIK): (a) Yes, Sir.

(b) Complaints/Suggestions Books have been provided at all railway stations and on all important trains.

(c) and (d) 247 complaints/suggestions were lodged at Ahmedabad station during the calendar year 1997 and upto 31st March, 1998. All of them have been disposed off during the same period.

(e) The steps include keeping of the complaint books at places easily accessible to the public, indication about the existence of complaints through the Notice boards, pictorgrams displayed at prominent places such as waiting halls/ rooms, platforms etc., and exhibiting a suitable sign board/pictograms at the place of where complaint book is actually kept. Besides, Notices are also exhibited in the First Class AC coaches about the availability of complaint book with the Coach Attendant and Guard respectively. In addition, the information is also printed in the Time Table.

Connecting North Eastern States to other parts of the country with railway network

2741. SHRI E. BALANANDAN: Will the Minister of RAILWAYS be pleased to state the progress so far made to connect North-Eastern States with other parts of the country by railway network, details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI RAM NAIK): Most of the important cities in Assam have been linked to the national BG network with the conversion of Guwahati-Dibrugarh/Lekhapani and linked lines. Silchar will be connected once the Lumding-Silchar project gtets completed.

The constuction of Kumarghat-Agartala line has been taken up to link the capital of Tripura by rail.

Gauge conversion of Kathakla-Bharaibhi to be taken up after the requisite clearances have been obtained and survey for extension of line from Bharirabhi to Sairang/Aizwal the capital of Mizoram have been included in the Railway Budget.

Construction of a new line from Diphu to Karong as the first phase of the rail link to Imphal, the capital of Manipur has been included in the budget to be taken up after the requisite clearances.

Constrcution of new line from Harmuti to Itanagar, the capital of Arunachal Pradesh has been sanctioned. Final Location Suvery and land acquisition is in process. (Presently, Arunachal Pradesh is connected to MG network from Bhalukpong which is in Arunachal Pradesh).

Construction of a line from Dudhnoi to Depa in Meghalaya is sanctioned. The work would be started as soon as Meghalaya Govt. Acquires the land and would be completed within two years after the land becomes available.

Dimapur in Nagaland has already been brought on the BG network and is now connected by Rajdhani Service to Delhi.